| Core Bus | Core Business Process: Student Enrollment Tracking and Reporting Process | | | | | | | | | | | |
|------------------|--------------------------------------------------------------------------|-------------------------------------------|---------|-------------------|----------------|-------------------------|--------------------------------|--|--|--|--|--|
| Scenario Section | | | | Busi | iness Priority | Possible Options | | | | | | |
| | | | | | Section | | | | | | | |
| Failure | Threat/Failure | Threat/Failure Impact/End Result Earliest | | Business Priority | | Risk Mitigation Options | High-Level Contingency Options | | | | | |
| Source | Scenario | | Failure | Impact | Risk | | | | | | | |
| | | | Date | Priority | | | | | | | | |
| | | | | Rating | Rating Ratin | g | | | | | | |

| NSLDS | 1. Lose ability to | Borrowers may be | 1/3/2000 | High | Low | Medium | To mitigate the risk that | If new rosters cannot be created |
|-------|----------------------|-------------------------------|----------|------|-----|--------|---------------------------------------|----------------------------------|
| | create new rosters | inappropriately placed into | | | | | borrowers' status could be | or transmitted, or enrollment |
| | and transmit them to | default status, denied in | | | | | erroneously classified as a result of | data cannot be received or |
| | schools | school or deferment status, | | | | | any failure, ED could: | updated, ED could: |
| | | and lenders may over-bill for | | | | | | |
| NSLDS | 2. Lose ability to | interest benefits. | | | | | Require schools to complete | Require schools to update |
| | receive rosters from | | | | | | an SSCR during November 15- | the December 1999 SSCR. |
| | schools (any input | | | | | | December 15, 1999 to | |
| | method). | | | | | | capture most recent changes | Arrange for NSLDS (or |
| | | | | | | | prior to Jan. 1, 2000, | TIVWAN, GAs, or |
| NSLDS | 3. Lose ability to | | | | | | including most recent AGD | lenders/servicers) to send |
| | disseminate roster | | | | | | and all exit information. | most recent enrollment file |
| | data to the DL | | | | | | | to schools for |
| | servicer or to GA's. | | | | | | Require schools re-send | updates/changes beginning |
| | | | | | | | complete enrollment data to | January 2000. |
| | | | | | | | Clearinghouse in December | - |
| TIVWA | 4. Lose ability to | | | | | | 1999. | Arrange for NSLDS (or GAs) |
| N | receive or transmit | | | | | | | or lender/servicers) to send |
| | data from NSLDS, | | | | | | Encourage the Clearinghouse | AGD report to schools for |
| | schools, or the | | | | | | to save all December | borrowers whose AGD will |
| | Clearinghouse. | | | | | | enrollment information as | expire between December |
| | | | | | | | backup. | 1999 and June 2000. |
| | | | | | | | | |
| | | | | | | | | Allow lenders, Perkins |
| | | | | | | | | servicers and schools, and |
| | | | | | | | | Direct Loan servicer to |
| | | | | | | | | extend in school status or |
| | | | | | | | | other correct the status of a |
| | | | | | | | | borrower based on the |
| | | | | | | | | borrower's verbal assertion. |
| | | | | | | | | Retroactive enrollment |
| | | | | | | | | confirmation would resume |
| | | | | | | | | when failures are corrected. |
| | | | | | | | | |
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| Core Business Process: Student Enrollment Tracking and Reporting Process | | | | | | | | | | | |
|--------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|-------------------|-----------------------------|------------------------------------|-------------------------------|-----------------|---|--------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|--|--|
| Scenario Section | | | | | Business Priority Section | | | Possible Options | | | |
| Failure Source | Threat/Failure Scenario | Impact/End Result | Earliest Failure Date | Bu Impact Priority Rating | siness Prio Risk Rating | ority Rating | | Risk Mitigation Options | High-Level Contingency Options | | |
| EDExpress | 5. Lose ability to complete, receive rosters from, or transmit rosters to, NSLDS. | | | Med | Low | Med | • | Allow lenders to automatically place borrowers in repayment with last available enrollment information | Remind schools using the Clearinghouse to use on-line NSLDS reporting option. | | |
| SBS | 6. Lose ability to receive enrollment data from registrars, complete rosters, and transmit | | | | | | • | Allow six months extension of in school status for students who are still enrolled as of December 1999. | | | |
| | completed rosters to NSLDS. | | | | | | • | Encourage schools to plan for other school-based software contingencies. | | | |
| Third- party Servicer | 7. Lose ability to receive enrollment data from registrars, complete rosters, and transmit completed rosters to NSLDS. | | | | | | • | Send AGD report to schools for borrowers whose AGD will expire between December 1999 and June 2000 to obtain most recent AGD status. | | | |

| Core Bu | Core Business Process: Student Enrollment Tracking and Reporting Process | | | | | | | | | | |
|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-----------------------------|------------------------------------|-------------|-----------------|-------------------------|--------------------------------|--|--|--|
| | Scenario Section | | | Business Priority Section | | | Possible Options | | | | |
| Failure Source | Threat/Failure Scenario | Impact/End Result | Earliest Failure Date | Bu Impact Priority Rating | Risk Rating | ority Rating | Risk Mitigation Options | High-Level Contingency Options | | | |
| Clearing- house | 8. Lose ability to process enrollment and roster data from schools, lenders, servicers, and GA's and ability to transmit that data to GA's and NSLDS | | 1/3/2000 | High | Low | Med | see Options above | see Options above | | | |
| Lender/ Servicers | 9. Lose ability to receive enrollment data to GA's, send that data to the Clearinghouse, or update borrower servicing records. | | | | | | | | | | |
| DLSS | 10. Lose ability to receive enrollment data from NSDLS and to update borrower servicing records. | | | | | | | | | | |

| Core Business Process: Student Enrollment Tracking and Reporting Process | | | | | | | | | | |
|--------------------------------------------------------------------------|----------------------|-------------------|-----------------|------------------------------|--------|--------|-------------------------|--------------------------------|--|--|
| Scenario Section | | | | Business Priority Section | | | Possible Options | | | |
| Failure | Threat/Failure | Impact/End Result | Earliest | Business Priority | | | Risk Mitigation Options | High-Level Contingency Options | | |
| Source | Scenario | · | Failure Date | Impact Priority | _ | | | | | |
| | | | | Rating | Rating | Rating | | | | |
| Perkins | 11. Loss ability to | | | | | | | | | |
| Third- | receive and process | | | | | | see Options above | see Options above | | |
| party | enrollment data from | | | | | | r | | | |
| Servicers | school registrars, | | | | | | | | | |
| | disseminate | | | | | | | | | |
| | enrollment data to | | | | | | | | | |
| | other Perkins | | | | | | | | | |
| | holders, or update | | | | | | | | | |
| | borrower servicing | | | | | | | | | |
| | records. | | | | | | | | | |
| School | | | | | | | | | | |
| on-line | 12. Lose ability to | | | | | | | | | |
| updates | receive and process | | | | | | | | | |
| | on-line rosters or | | | | | | | | | |
| School | updates. | | | | | | | | | |
| ad-hoc | 13. Lose ability to | | | | | | | | | |
| Change | process or transmit | | | | | | | | | |
| Reports | ad-hoc changes to | | | | | | | | | |
| Reports | NSLDS. | | | | | | | | | |